

DUTIES ON SHIFT (DURING COVID-19) - Receptionist

You will have been given a copy to read of the following documents. It's important that these are read and understood and form your daily routine.

- **Covid-19 Health & Safety Policy and Risk Assessment**
- **Implementing Protective Measures within a non-healthcare setting**
- **Cleaning and Sanitising Guidance**
- **Daily Cleaning Action Plan and Open/Close Procedures**
- **Reinduction for Staff**
- **FAQs**
- **Personal Safety Guides for Gym and Classes**

If you feel unwell or show any signs or symptoms that could be related to Covid-19, please stay away and call Gary straight away.

KEY DETAILS ON SHIFT

- **VISITOR ARRIVAL** - The car park, outside signage, plants, mats, door handles, sanitiser station and clear Perspex screens at Reception – are the first things people will notice – please ensure these areas are spotless. Your Customer Service must be EXCEPTIONAL.
 - Check in EVERYONE on arrival to their class or gym session (numbers need to be accurate for capacity and if we need to contact users)
 - check for any messages
 - ensure we have a photo of them
 - REMIND visitors to take a cleaning cloth and spray and let them know where to place them on exit.
- **FIRST TIME VISITOR/RETURNING CUSTOMER** – some Members have been on freeze since reopen. When they do return, they may be anxious and will need to know they are as safe as possible while visiting. Take a few minutes to walk them through the Gym pointing out the new safety measures and ensuring they feel comfortable in this new environment.
- **UPDATE TRAINING PROGRAM** – everyone will have their own experience of lockdown and the best way we can help them is to LISTEN. Suggest booking them in for a 1:1 with the Fitness Team as a refresher or if anything medical/fitness-wise has changed (this is free of charge and part of their membership).
- **WALK INS (POTENTIAL CUSTOMERS)**– this is your chance to increase our Membership – first impressions count! Remember social distancing as you meet and greet and offer to walk them through the gym layout. Make sure they know we treat Covid seriously, we have an enhanced cleaning programme, managed numbers of users by using a booking App.
- **CLEANING** - strictly follow and carry out the Daily Cleaning Action Plan and Open/Close Procedures. Be seen to Clean (instilling visitor confidence).

- **CAPACITY** – our pre-booking system ensures the number of people in the building is kept within the safe limit set. IT IS YOUR RESPONSIBILITY to keep a headcount of the number of visitors using the Gym space at any one time.
 - There should be no more than 30 visitors (excluding PTs and staff) in the Gym/Cardio area at any one time.
 - If there are 30 or more, check arrival times and if anyone has exceeded 1 hour, remind them of this and politely ask them to leave. They can book a later slot if available.
- **CLASS SET UPS** – have been carefully planned to ensure the correct number of people attend and distancing measures are adhered to.
 - Users and Instructors should follow the planned layout exactly. If you are unhappy with any participant or Instructor behaviour, please notify Gary straight away.
 - Do not allow class numbers to increase. This includes any last-minute requests by Instructors.
- **SOCIAL DISTANCING** – we've created a 2m space between our equipment where possible; and Personal Safety Guides for Gym Use that remind users they MUST NOT:
 - Move Benches (which have been positioned to ensure social distancing)
 - Stay 2m distance if training with a friend (who is outside your social bubble)

IT IS YOUR RESPONSIBILITY to ensure people are adhering to these Rules. If not, please remind them of the correct Gym use during this time.

- **ENQUIRIES RELATING TO SAFETY MEASURES** – ensure you have read and understood the Risk Assessment, FAQs and Personal Safety Guides for Gym and Classes. You may be asked questions by visitors or telephone enquiries and you should know the answers and be confident in your responses.
- **YOUR SAFETY** –
 - encourage contactless payment
 - refilling a water bottle – ask the person to remove the cap and YOU should refill the bottle (not members). Sanitise your hands before accepting the bottle and after returning the bottle
 - try and keep a safe distance from colleagues behind reception
 - the On Duty Receptionist should use the MAIN PC and telephone only; which should be cleaned with anti-bac before and after use
 - any shared keyboards/phones etc should be continuously wiped down
 - keep music at a volume where conversation is not difficult
- **OUTBREAK OF COVID-19/SOMEONE WHO APPEARS UNWELL** – please refer to the Risk Assessment for guidance on what to do if someone appears unwell or approaches you at reception feeling unwell.

